





Be Quick

If you have someone on the hook respond before someone else does

This is provider responsibility

Have a plan

Have an idea of what you are recruiting for do not just scatter gun

It doesn't work!

Have a Process

No matter the size of organization have a process for recruit management

Whether that's an ATS or just a spreadsheet have a process

Induct well

Make people feel like they made the right decision:

- Process of induction (WAIT!)
- Buddy people up together
- THIS IS THE START OF RETENTION

HEALTHCARE Service Recruitmen



Be Caring

Care team members are the most important part of a Care organization

We are a people organization really not a Care one, without them there is no organization

- Glass office ownership

Use of Language

The way in which we use language and speak to our teams is important.

The art of aggressive management is no longer viable

Be supportive

Have a Process

Have systems in place which enable people to feel inspired and can help them develop their role

Shift swap scenario

Risk V. Reward

Bonus systems to encourage people to work for over and above - why?

- This is better for business
- This is ultimately better for people





Think out things Word of Mouth! before acting People talk -What does this What is best for mean to you? US! Be Understanding Make it a great

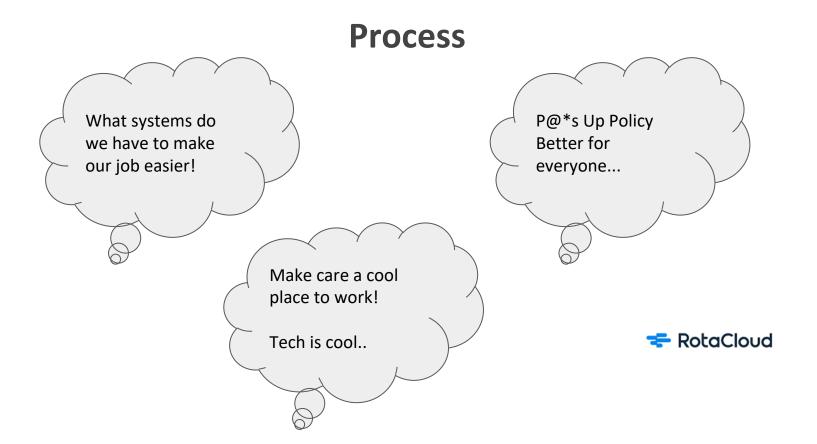
place to work...

Care



Dont be a glass office manager







Language

How positive & empowering is the language	
across your care service?	
X	✓
Suffering from	Living with
Challenging behaviour,	Behaviour that is out of
being difficult	character, symptoms of distress
Wandering	Walking
Resident, service user	The preferred name of the person
Feeding	Supporting with meal
Residents, services users	People we care for & support
Medication round	Supporting with medication
One to one care (1:1)	Enhanced care or support





Reward

General "Thank Yous" often... EOTM - Group Events -Hampers



Bonus Systems for achievement - KPI and Targets are paramount now...

> The Agency Conundrum! Just pay people more!..



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